



## **Library Material Recovery Service FAQ Unique Management Services (UMS)**

### **1) Why does the Library use UMS, a materials recovery service?**

Every year many Library items borrowed by customers are not returned. In FY 08-09 over 1,300 items were not returned, costing the Library \$50,000 or more to replace. If these items are not returned, other customers do not have access to them. Because the Library's materials budget has been reduced, it makes it harder, or impossible, to replace unreturned items. Everyone is affected when materials are not returned to the Library.

### **2) How does the collection agency work?**

A customer who has not responded to Library notices and has an unreturned Library item that is 45 days overdue may be referred to Unique Management Services (UMS) for their assistance. Unique Management Services has a process that includes letters and phone calls reminding customers to clear their account with the Library. If customers do not clear their account after communications with UMS, they will then be reported to a credit reporting bureau.

### **3) How can I make a payment and clear my account?**

Once you have received a letter from UMS, contact the Library's Customer Services Department immediately to clear your account. The phone number is (650) 903-6337. You may make your payment in person, over the phone, by mail or online using eCommerce. To pay online go to [www.mountainview.gov/library](http://www.mountainview.gov/library) and click on "My Library Record." Payment is made to the City of Mountain View and not to UMS. Customer accounts are updated once per day, so your account may not be cleared until the next day.

### **4) Do I have to pay the \$10.00 collection agency fee?**

Yes. The Library pays Unique Management Services for each account that is sent for collections. The Customer pays this fee as part of clearing their Library record. It is not refundable or waivable even when the Library materials are returned and all other fines and fees are paid.

**5) What if I want to dispute the charges?**

When you receive a letter from UMS, you may dispute the charges in writing within 30 days. UMS will contact the Library for more information and send a response to you.

**6) If my account is sent to UMS will my credit score be affected?**

Not immediately. When the Library refers an account to UMS, it is after the customer has failed to respond to Library notices to return materials they checked out. UMS continues the process with letters and phone calls to encourage the customer to return their materials and clear their account at the Library. Failure to respond to UMS and pay the fines and fees to the City of Mountain View will result in your account information being forwarded to a credit reporting agency.